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APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
10/700,133	11/03/2003	Robert SeseK	200308637-1	3692

22879 7590 04/11/2008

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FORT COLLINS, CO 80527-2400

EXAMINER
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MANIWANG, JOSEPH R

ART UNIT	PAPER NUMBER
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2144

NOTIFICATION DATE	DELIVERY MODE
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04/11/2008

ELECTRONIC

**Please find below and/or attached an Office communication concerning this application or proceeding.**

The time period for reply, if any, is set in the attached communication.

Notice of the Office communication was sent electronically on above-indicated "Notification Date" to the following e-mail address(es):

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### **DETAILED ACTION**

1. The text of those sections of Title 35, U.S. Code not included in this action can be found in a prior Office action.

#### ***Claim Rejections - 35 USC § 102***

2. Claims 1-31 are rejected under 35 U.S.C. 102(e) as being anticipated by Deshpande et al. (U.S. Pat. No. 7,149,936), hereinafter referred to as Deshpande.

3. Regarding claims 1, 15, 23, and 30, Deshpande disclosed a method and system comprising determining that a problem has been encountered by a user of the imaging device by detecting a device error on the imaging device or receiving with the imaging device a problem indication input by the user with a user interface of the imaging device (see column 3, lines 36-42; column 5, lines 44-51); responsive to determining that a problem has been encountered, collecting on the imaging device data relevant to diagnosing or fixing the encountered problem (see column 5, lines 5-22, 59-63; column 7, lines 27-41); collecting user input regarding the encountered problem (see column 5, lines 5-22, 59-63; column 7, lines 27-41); and creating a customized problem report file that contains the collected data and the collected user input (see column 9, lines 44-51).

4. Regarding claims 3, 18, and 24, Deshpande disclosed the method and system wherein collecting data comprises collecting one or more of a device model, a device serial number, a year the device was manufactured a firmware version that the device is running, a configuration of a device, settings currently selected for device operation, an

IP address of the device, a MAC address of the device, a current page count for the device, a type of media the device is using, and a physical location of the device (see column 3, lines 36-42).

5. Regarding claim 4, Deshpande disclosed the method and system wherein collecting user input comprises collecting user input with the user interface of the imaging device (see column 5, lines 31-34).

6. Regarding claims 5, 20, and 31, Deshpande disclosed the method and system wherein collecting user input comprises collecting user input with a separate user computing device that received the collected data from the imaging device (see column 6, lines 11-17).

7. Regarding claims 6 and 25, Deshpande disclosed the method and system wherein collecting user input comprises generating with the imaging device questions for the user and receiving with the imaging device answers to the questions (see column 6, line 54 through column 7, line 12).

8. Regarding claims 7 and 19, Deshpande disclosed the method and system wherein receiving answers comprises the imaging device recording spoken answers of the user with a microphone of the imaging device (see column 7, lines 27-41).

9. Regarding claims 8, 21, and 26, Deshpande disclosed the method and system wherein collecting user input comprises scanning a printed survey sheet completed by the user that describes the encountered problem (see column 1, lines 12-15; column 4, lines 39-55).

10. Regarding claim 9, Deshpande disclosed the method and system wherein creating a customized problem report file comprises the imaging device creating a customized problem report file on the imaging device (see column 9, lines 51-60).
11. Regarding claim 10, Deshpande disclosed the method and system wherein creating a customized problem report file comprises creating a customized problem report file on a separate computing device that received the collected data from the imaging device (see column 12, lines 55-67).
12. Regarding claims 13, 22, and 29, Deshpande disclosed the method and system further comprising sending the customized problem report file to another device such that an administrator can later review the customized problem report file and take appropriate action (see column 12, lines 55-67).
13. Regarding claim 14, Deshpande disclosed the method and system further comprising storing the customized problem report file in memory of the imaging device such that a technician can later retrieve the customized problem report file from the imaging device and take appropriate action (see column 12, lines 55-67).
14. Regarding claims 16 and 27, Deshpande disclosed the method and system wherein determining that a device problem has been encountered comprises detecting on the imaging device a device error (see column 3, lines 36-42; column 5, lines 44-51).
15. Regarding claims 17 and 28, Deshpande disclosed the method and system further comprising receiving a problem indication from a user that was input with a user interface of the device (see column 5, lines 5-22, 59-63; column 7, lines 27-41; column 10, lines 2-7).

### ***Response to Arguments***

16. Applicant's arguments filed 01/02/08 have been fully considered but they are not persuasive.

17. Regarding the rejection of the claims under 35 U.S.C. 103(e) as being anticipated by Deshpande et al. (U.S. Pat. No. 7,149,936), Applicant asserts that the reference does not create a "customized problem report file" as claimed. However, Examiner submits that this feature is clearly taught by the prior art reference, as Deshpande disclosed exchanging error data and user input to "produce a diagnosis", and subsequently sending "instructional multimedia...related to the diagnosis" (see column 9, lines 33-60). Although Applicant argues that Deshpande instead discloses a communication entity that enables a user to call a remote service technician to help with the problem, the claims describe the "customized problem report file" as containing user input and data relevant to the problem, both of which Deshpande clearly discloses as being a part of the data exchanged with the remote technician. Such data exchanged with the remote technician clearly reads on the broad concept of a "customized problem report file" as claimed.

### ***Conclusion***

**THIS ACTION IS MADE FINAL.** Applicant is reminded of the extension of time policy as set forth in 37 CFR 1.136(a).

A shortened statutory period for reply to this final action is set to expire THREE MONTHS from the mailing date of this action. In the event a first reply is filed within TWO MONTHS of the mailing date of this final action and the advisory action is not mailed until after the end of the THREE-MONTH shortened statutory period, then the shortened statutory period will expire on the date the advisory action is mailed, and any extension fee pursuant to 37 CFR 1.136(a) will be calculated from the mailing date of the advisory action. In no event, however, will the statutory period for reply expire later than SIX MONTHS from the mailing date of this final action.

Any inquiry concerning this communication or earlier communications from the examiner should be directed to Joseph R. Maniwang whose telephone number is (571) 272-3928. The examiner can normally be reached on Mon-Fri 8:00-4:30.

If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, William C. Vaughn can be reached on (571) 272-3922. The fax phone number for the organization where this application or proceeding is assigned is 571-273-8300.

Art Unit: 2144

Information regarding the status of an application may be obtained from the Patent Application Information Retrieval (PAIR) system. Status information for published applications may be obtained from either Private PAIR or Public PAIR. Status information for unpublished applications is available through Private PAIR only. For more information about the PAIR system, see <http://pair-direct.uspto.gov>. Should you have questions on access to the Private PAIR system, contact the Electronic Business Center (EBC) at 866-217-9197 (toll-free). If you would like assistance from a USPTO Customer Service Representative or access to the automated information system, call 800-786-9199 (IN USA OR CANADA) or 571-272-1000.

JM

/William C. Vaughn, Jr./

Supervisory Patent Examiner, Art Unit 2144